

# Social and Human Service Assistants (SOC 21-1093)

Social and human service assistants help people get through difficult times or get additional support. They assist other workers, such as social workers, and they help clients find benefits or community services.

Sample of reported job titles: Advocate; Caseworker; Community Coordinator; Family Support Worker; Home based Assistant; Human Services Program Specialist; Mental Health Technician; Outreach Specialist; Social Services Assistant; Social Work Associate



## Job Responsibilities

- Work under the direction of social workers, psychologists, or others who have more education or experience
- Help determine what type of help their clients need
- Work with clients and other professionals, such as social workers, to develop a treatment plan
- Help clients get help with daily activities, such as eating and bathing
- Coordinate services provided to clients by their own or other organizations
- Research services available to their clients in their communities
- Determine clients' eligibility for services such as food stamps and Medicaid
- Help clients complete paperwork to apply for assistance programs
- Monitor clients to ensure that services are provided appropriately

## New Hampshire Outlook

- Average Hourly Wage\*: \$15.64
- Estimated Employment 2016: 2,088
- Projected Employment 2026: 2,460
- Expected 10-Year Growth: 17.8%
- Projected Average Annual Openings: 302

## Top industries in NH for this occupation:

- Social Assistance
- Ambulatory Health Care Services
- Nursing and Residential Care Facilities
- State Government, excl. Education and Hospitals

## Education and Training

A high school diploma is the minimum requirement, but some employers prefer to hire workers who have relevant work experience or education beyond high school. Certificates or associate's degrees in subjects such

\* Wage estimates based on surveys conducted from November 2013 to May 2016, aged to June 2017.

as human services, gerontology (working with older adults), or a social or behavioral science are common for workers entering this occupation.

Human services degree programs train students to observe and interview patients, carry out treatment plans, and handle people who are undergoing a crisis. Many programs include fieldwork to give students hands-on experience.

Many social and human service assistants, particularly those without any postsecondary education, undergo a period of on-the-job training. Because such workers often are dealing with multiple clients from a wide variety of backgrounds, on-the-job training in case management helps them to respond to the different needs of their clients and to crises the clients sometimes undergo.

#### **Interests (Holland Code): CSE**

- **Conventional** — Conventional occupations frequently involve following set procedures and routines. These occupations can include working with data and details more than with ideas. Usually there is a clear line of authority to follow.
- **Social** — Social occupations frequently involve working with, communicating with, and teaching people. These occupations often involve helping or providing service to others.
- **Enterprising** — Enterprising occupations frequently involve starting up and carrying out projects. These occupations can involve leading people and making many decisions. Sometimes they require risk taking and often deal with business.

#### **Career Cluster:** Human Services

#### **Work Environment**

Social and human service assistants work for nonprofit organizations, for-profit social service agencies, and state and local governments. They generally work full time, and some work nights and weekends.

#### **Additional Information Sources\*\***

National Organization for Human Services, <[www.nationalhumanservices.org](http://www.nationalhumanservices.org)>

#### **To Find a Job**

Contact the nearest NH Employment Security office or go online to [www.nhes.nh.gov](http://www.nhes.nh.gov)

\*\* Inclusion of this information is intended to provide a convenient resource for research, but in no way constitutes an endorsement for any organization, nor is the list all-inclusive.

#### **Source:**

NH Employment Projections, base year 2016 to projected year 2026  
Occupational Outlook Handbook, Bureau of Labor Statistics



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